

Contact info

How do I contact the Ombudsman?

- Call: 425-388-3365
- Email: Ombudsman@snoco.org
- Visit the office or send mail to:
Office of the Ombudsman
2nd Floor, Robert J. Drewel
Building 3000 Rockefeller Avenue,
M/S 401 Everett, WA 98201

"It is my mission to help find transparent solutions for the people of Snohomish County. I see my role as a guiding hand in providing a path for ethical accountability within county government."

- County Ombudsman



For more information, visit
www.snohomishcountywa.gov/ombudsman

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Snohomish County Office of the Ombudsman

*A Guide to Resolution
within County Government*

ombudsman@snoco.org
425-388-3365

How the Ombudsman's Office can help

The Office of the Ombudsman assists in finding resolutions to public complaints and concerns involving Snohomish County government. This office is an independent entity and serves as an impartial intermediary between the citizen and the county government.

How can the Office of the Ombudsman help me?

The Office of the Ombudsman is a free public service dedicated to finding a transparent and ethical resolution in conflicts with Snohomish County government agencies in a fair and impartial way.

Although the Ombudsman cannot determine outcome or overturn decisions within Snohomish County government, they can work with departments and division management to determine if a possible alternative solution can be met.



What kind of complaints does the Ombudsman's Office take?

The Ombudsman can consider complaints surrounding administrative acts that are:

- Contrary to county law or regulation
- Based on mistaken facts or irrelevant considerations
- Services inefficiently performed
- Unclear or inadequately explained when reasons should have been revealed
- Unreasonable, unfair, oppressive or inconsistent with the general course of an administrative agency's functioning
- Improper in motivation or based on irrelevant considerations

Can I remain anonymous?

Anyone utilizing the Office of the Ombudsman can remain anonymous if they contact the Ombudsman via phone or in person.

If you send an email or any printed item to the Office of the Ombudsman, it is subject to the Public Records Act (Chapter 42.56 RCW).

Contacting the Ombudsman

What steps should I take before contacting the Ombudsman?

- 1 Establish the issue.**
Determine exactly what the problem is and what remedy you are seeking.
- 2 Talk to a supervisor.**
Ask to speak with a supervisor if the staff in an agency is unable to assist you. Find out if the agency needs any additional information from you that will help them better understand the problem.
- 3 Keep records.**
Whether you are seeking a service or filing a complaint, keep records of the contact(s) you have. Keep copies of all documents you receive or provide.



What can't the Ombudsman help with?

The Ombudsman cannot investigate the administrative conduct of:

- Members or staff of the County Council
- The Snohomish County Executive and his/her personal staff
- The Prosecuting Attorney or his/her staff
- The Judicial Branch of county government
- Any governmental entity other than Snohomish County
- Any private business or non-profit organization
- An issue about which you have an appeal in process, or are currently taking court (legal) action

Before contacting the Ombudsman, ask the right questions:

- Why was my request denied?
- What law or policy applies?
- Was the law or policy applied consistently?
- What appeal process (if any) is available to me?

How it works

